



TIẾNG ANH
CHO NGƯỜI ĐI LÀM



SỔ TAY TÍNH GỌN

TIẾNG ANH CHO NGƯỜI ĐI LÀM

15 tình huống làm việc thực tế hàng ngày



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GIỚI THIỆU

► **aroma** là tổ chức đầu tiên và duy nhất chuyên sâu đào tạo Tiếng Anh Cho Người Đi Làm. Với hơn 07 năm hoạt động, **aroma** đã đào tạo Tiếng Anh thành công cho hàng nghìn người đi làm và nhiều doanh nghiệp tại Hà Nội và Sài Gòn.

Khách hàng tiêu biểu:



Chương trình Tiếng Anh Cho Người Đi Làm

- Học tiếng anh giao tiếp qua các tình huống làm việc thực tế hàng ngày là đặc trưng căn bản của chương trình Tiếng Anh Cho Người Đi Làm với các buổi học hứng thú, và khả năng ứng dụng cao cho công việc.

- Môi trường học tập đồng nhất, cởi mở chỉ dành riêng cho người đi làm, không học lẫn với học sinh – sinh viên.

- Giáo viên tại **aroma** là người đi làm với khả năng tiếng anh xuất sắc và kinh nghiệm sử dụng tiếng Anh thực tế trong công việc.

- **aroma** luôn lấy học viên làm trung tâm, tập trung rèn luyện phản xạ giao tiếp nghe nói thực tế.

giới thiệu 03 hình thức đào tạo của **aroma**

► Học tại lớp **aroma**

aroma thường xuyên khai giảng lớp Tiếng Anh Cho Người Đi Làm ở các trình độ khác nhau.

Tại **aroma**, học viên có 02 lựa chọn về giờ học: từ 6h00pm đến 7h00pm hoặc 7h00pm – 9h00pm và 03 lựa chọn về ngày học: Thứ 2 – 4 – 6, thứ 3 – 5, hoặc thứ 7 – chủ nhật.

aroma cung cấp chính sách học bù – bảo lưu linh hoạt, tạo điều kiện tối đa cho học viên là người đi làm với đặc thù công việc bận rộn hoặc thường xuyên đi công tác.

Xem chi tiết lịch khai giảng và các trình độ học tại

aroma.vn/khai-giang

► Đào tạo doanh nghiệp

aroma mở lớp học tiếng Anh giao tiếp tại doanh nghiệp, cử giáo viên đến tận nơi để dạy nâng cao trình độ tiếng Anh cho cán bộ nhân viên, đáp ứng nhu cầu công việc. Chương trình đào tạo dựa trên lõi chương trình tiếng Anh giao tiếp cho người đi làm, có bổ sung – tùy biến để phù hợp với nhu cầu đào tạo của doanh nghiệp. Bên cạnh đó, **aroma** thường xuyên theo dõi tiến trình lớp học, cung cấp báo cáo kết quả định kỳ và chứng chỉ cho học viên.

aroma tổ chức lớp phát âm miễn phí cho doanh nghiệp tại Hà Nội và Sài Gòn có nhu cầu nâng cao khả năng phát âm chuẩn cho cán bộ nhân viên. Hãy liên lạc với **aroma** để được kiểm tra trình độ, xếp lịch tổ chức lớp chuẩn hóa phát âm và tư vấn phương pháp học tiếng Anh miễn phí cho doanh nghiệp.

Chi tiết xem tại aroma.vn/chuanphatam

► Học riêng theo yêu cầu

Chương trình Học Riêng Theo Yêu Cầu được phát triển từ chương trình học tiếng Anh giao tiếp cho người đi làm và tùy biến – bổ sung những nội dung thiết thực, phù hợp với nhu cầu thực tế sử dụng tiếng Anh trong công việc của học viên.

Với lớp Học Riêng Theo Yêu Cầu, giáo viên đến tận nơi (tại nhà, văn phòng...), giúp học viên tiết kiệm thời gian đi lại. Học viên có thể chủ động lựa chọn lịch học phù hợp nhất với mình. Lớp học có ít học viên, do đó giáo viên có nhiều thời gian quan tâm sâu sát, chỉnh sửa cho từng học viên và mỗi học viên có điều kiện thực hành nhiều hơn.



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SỔ TAY TINH GỌN hướng dẫn sử dụng

Là tổ chức chuyên sâu đào tạo Tiếng Anh Cho Người Đi làm với nhiều năm kinh nghiệm làm việc trực tiếp, nghiên cứu và giảng dạy tiếng anh cho người đi làm và doanh nghiệp, **aroma** hiểu rõ nhu cầu, khó khăn cũng như phương pháp và nội dung dạy – học tiếng anh thực tế và hiệu quả nhất phục vụ cho công việc.

Cuốn **SỔ TAY TINH GỌN** Tiếng Anh Cho Người Đi Làm là món quà **aroma** dành tặng học viên với mong muốn giúp anh chị củng cố và bổ sung kiến thức tiếng Anh dùng trong công việc hàng ngày.

Cuốn sổ bao gồm **15 tình huống làm việc thực tế hàng ngày** như nghe và nhận điện thoại, đàm phán với khách hàng hoặc phỏng vấn xin việc... Đây là những tình huống gần gũi với công việc của người đi làm và có tính ứng dụng cao trong thực tế. Với mỗi tình huống, **aroma** cung cấp cấu trúc và từ vựng hữu ích cùng các đoạn hội thoại kèm CDs với giọng nói bản ngữ để học viên tham khảo và rèn luyện.

► **từ vựng cốt lõi (vocabulary file):** từ vựng thường sử dụng trong tình huống tương ứng. Học viên nên tra phiên âm và nghĩa của từ, đọc to và học thuộc cách phát âm của từ đó.

► **cấu trúc hữu ích (practical structure):** mẫu câu thường sử dụng trong tình huống tương ứng. Sau khi đã nắm được lượng từ vựng, học viên thực hành những cấu trúc và mẫu câu trong tình huống đó.

► **đoạn hội thoại kèm bài nghe (có transcript theo CD):**
có thể áp dụng theo 02 cách:

Cách 1: sau khi nắm được lượng từ vựng, mẫu câu, học viên mở bài nghe để nghe người bản ngữ sử dụng những từ vựng, mẫu câu đó trong đoạn hội thoại thực tế.

Cách 2: học viên dùng phần bài nghe này như một tài liệu nghe ngắt, có thể nghe bất cứ khi nào để “ngắt” dần âm giọng của người bản ngữ. Học viên nên luyện tập thường xuyên theo từng tình huống, kết hợp giữa học từ vựng, mẫu câu với việc nghe bài nghe để đạt hiệu quả tối đa.

Với thiết kế nhỏ gọn, cuốn sổ tay rất thuận tiện để học viên luôn mang theo bên mình và sử dụng khi cần.

Chúc anh chị thành công!



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practical structures 1: talking on the phone

The person who answers the phone

Hello, [name of company]

[name of company]. Can I help you?

Who's calling, please?

I'll put you through.

Speaking.

The person who calls (the caller)

This is [name]

Can I speak to [name], please?

Asking someone to wait

Just a moment, please.

Hold on, please.

Hang on, please.

practical structures 2: calling for information

Offering help

Can I help you?

What can I do for you?

Starting reasons for calling

I'm calling to | ask for a brochure

I'd like to | arrange a meeting

Asking for details

Can Could May	I know	where you are from		please?
		where you live		
		where you work		
		your	name	
			fax/ telephone number	
			address	

Note: *May* is more formal than *can* or *could*.

Checking

Could	you	spell that	please?
Can		spell that for me	
May		say that again	

working situation 2

products and services



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► *practical structures:* talking about products and services

Products

- What is your company's product?
- What product does your company make?

Services

- What is your company's service?
- What does your company offer?

Cost

- How does it cost
- How much is it?

Origin

- Where are your company's products produced?
- Where are your company's products made?

- My company's product is...
- My company makes...

- Our service is...
- We make...

- Its price is...
- It costs...

- They're produced in...
- They're made in...



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working situation 3 greeting visitors

practical structures 1: greeting visitors to your countries

introducing yourself

Hello. I'm David Smith.

Hello, Mr Smith. I'm Susie from Mirage

I'm here to take you to the office.

responding

Please call me David.

the visitor's journey

Did you have a good flight?

How was your trip?
journey?

the weather

It's	a	lovely hot very cold windy	day	to day,
------	---	-------------------------------------	-----	---------

Do you travel abroad a lot?

Do you like travelling?

It's about 30 degrees.

people's jobs

What do you do in your company?

offering to help

Can I help you with your bags?

Thank you. That's very kind.

Thanks.

No, It's alright, thanks.

This way.

Here's our car.

You can put your bags in the boot.

Thanks.

working situation 3 greeting visitors



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practical structures 2: present and past simple

present simple

Use the present simple to talk about things you do regularly:

Do you travel abroad a lot?

I have about two or three trips a year.

and to ask and answer about your job:

What do you do?

I work in Accounting.

I'm a Marketing Assistant.

What does Sheila do?

She works in Administration.

Use auxiliary verb do to form questions and negatives:

Do you travel a lot?

No, I don't like travelling.

Does Martin work with you?

No, he doesn't work in the same office as mine.

past simple

Use the past simple to talk about completed past actions and events at a specified time in the past.

be:

It was a good flight.

regular verbs:

Before that, I worked in Distribution.

irregular verbs:

Davina left last week.

Use the auxiliary verbs did to form questions and negatives with most verbs:

Did you have a good trip?

No, I didn't enjoy it.

Why did you leave Amco?

I didn't like my boss!

but not with "to be", for example:

How was your flight?

It was not (wasn't) very comfortable



practical structures 1: talking about the company

Name

- | | |
|---|---|
| <ul style="list-style-type: none">• What is your company's name?• Where do you work now? | <ul style="list-style-type: none">• My company's name is...• I work for... |
|---|---|

Address

- | | |
|--|---|
| <ul style="list-style-type: none">• Where is your company? | <ul style="list-style-type: none">• It's in...• It is located/ based in... |
|--|---|

Products/Services

- | | |
|---|--|
| <ul style="list-style-type: none">• What does your company produce?• What does it provide? | <ul style="list-style-type: none">• We produce/ provide...• We specialize in... |
|---|--|

Employment

- | | |
|--|---|
| <ul style="list-style-type: none">• How many people are there in your company? | <ul style="list-style-type: none">• There're...• My company has... |
|--|---|

practical structures 2: present perfect and past simple

Use the present perfect (have + past participle) to talk about past events when there is no past time reference:

One million people have bought the new XZ.

Use the past simple when there is a past time reference or when we know that something happened at a particular time in the past:

Marilyn sold its baking division last month

working situation 5

occupation



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practical structures 1: talking about your job

What do you do? I'm a production manager.

What do you work for? I work for Espinosa in the production division.

What exactly do you do?	I'm	in charge of	producing	batteries.
		responsible for	the production of	

It's my job to ensure that...

I manage a team of five designers.

related vocabulary 1: personal qualities

To be ..., you need to have ...

Ambitious Ambition

Creative Creation

Patient Patience

Confident Confidence

Experienced Experience

Qualified Qualifications

Punctual (good) communication skills

Flexible computer skills

Organized

You need to be able to	work (well)	in a team
		on your own
		under pressure

working situation 6 comparing services

practical structures 1: modifying adverbs

We can use modifying adverbs to make an adjective stronger:

<i>The Clifton Hotel is</i>	<i>very</i>	<i>big</i>
	<i>extremely</i>	

Note: *Really* is more informal than *very*

We can also use modifying adverbs to make an adjective weaker

<i>Parcel Speed is</i>	<i>quite</i>	<i>fast</i>
	<i>fairly</i>	

We can use modifying adverbs to show a big difference between two things:

<i>Cybernet is</i>	<i>much</i>	<i>more convenient than</i>
	<i>a lot</i>	<i>Suburban Bank</i>

We can use modifying adverbs to show a small difference between two things:

Western Rail is a bit cheaper than *TrainWest*

practical structures 2: opinions

Asking for opinions

What do you think?

Giving your opinion

I think a finance course is the best.

*If you ask me, a business letter
writing course is the best.*

Agreeing, but not completely

I see what you mean,

That's true,

That's a good point,

I agree up to a point,

Agreeing, completely

I agree.

Good point (I didn't think of that).

but it's useful for some of our employees

working situation 7 phone messages



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▶ *practical structures 1:* taking and leaving phone messages

Making the call

Beginning

Can I speak to Tony Jackson, please?

Saying who you are

Hello, my name is..

This is Pedro Maya..

It's Malco Hayward

Answering the phone

Getting information

Who's calling, please?

Can I have your name, please?

Asking the caller to wait

Just a moment, please

Can/ Could you hold on, please?

Asking to leave a message

Can/ Could I leave a message?

Could you give him/her a message?

Other action

I will call/ ring/ phone back later

Connecting to someone else

I'll put you through

I'll connect you

Voicemail messages:

- Your name and company
- Name of other person
- Short, clear messages
- When to contact you
- How to contact you

Offering to take a message

Can I take a message?

Would you like to leave a message?

Explanations

I'm afraid he's not at his desk at the moment

he's on another call at the moment
his line is busy right now



working situation 8 appointment

► *practical structures 1: making an appointment*

Making a suggestion

Can I come and see you?

Could we meet next week?

What about Friday?

How about Tuesday?

Saying you are not available

Well, I'm pretty busy this week.

I'm tied up Thursday morning.

I can't make/ do on Wednesday.

I have another appointment.

Saying you are available

I'm free all day Wednesday.

I've got nothing in the afternoon.

I've got plans but I can cancel.

We often use the present

continuous to explain why we

cannot make an appointment:

Sorry, I am interviewing all day

Wednesday.

When you say "no", try to make another suggestion:

I'm tied up Wednesday.

What about Friday?

► *practical structures 2: changing an appointment*

Explaining the problem

I'm	my	flight	has been	delayed
afraid		train		canceled.
		taxi is stuck in traffic		
	I'm lost			

working situation 9

meetings



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practical structures 1: organizing meetings

We	are going	to have meeting	to
	would like		in order to
			so that we can

Checking people availability

Can	you	give me	your availability	on [days/dates]?
Could		tell me		on the following dates: [dates]?
		let me know		
Can	you	tell me	if you are available	on[days/dates]?
could		let me know		

Giving your availability

I'm free on [days/dates]
....[day/date] is fine.
I am (not) available on[days/dates]/ the week of[dates]
I can/can't make it on
I can/can't make it on...
I'm not sure about I may be able to do

Giving references

I'd rather (not)...	My preference would be
I'd rather avoid	My preferred dates would be ...
I'd prefer....	The best dates for me are ...

Confirming the meeting details

The meeting	takes place		at[time] in [place]
	will take place	on ...[day/date]	from 9 to 12
	is/will be		between 2 and 4



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working situation 9 meetings

▶ **practical structures 2: taking part in the meetings**

Inviting opinions, allowing other people to speak

What do you think?

What are your thoughts on this?

What does everyone think of that?

Does everyone agree?

Sure, go ahead

Asking for clarification

Sorry, I didn't catch that. What did you say?

Interrupting

Sorry to interrupt/ stop you, but

Asking to speak

Can I make a suggestion?

Can I just say/ add something?

Reviewing what people have said

Shall we recap/ go over what we have said so far?

Let me just go over that

Let's recap.

Concluding

So, that's our decision, then. We're going to

Ok, then, we all agree. Now, we need to/ someone needs to

▶ **related vocabulary 1: organizing meetings**

prepare
send out
circulate

the minutes
the agenda

notify

the participants
reception
the canteen

organize
book

refreshment
a room

check

the restaurant staff
people's availability
individual needs (directions/
parking/special diet, etc

set
fix

a date and time
a finishing time/a time

working situation 10 negotiating



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► *practical structures 1:* negotiating with colleagues

Offering to do something

I'll ...

Do you want me to ...

(Maybe/ perhaps), I can/could

Asking someone to do something

Can you?

Could you ...?

Would you ...?

Would you mind....?

Perhaps/ maybe you could

Accepting a task

Sure

No problem

Yes, that's fine.

Yes, that's a good idea

All right.

Rejecting a task

I'd rather not, if possible

I'd prefer not to

► *practical structures 2:* business negotiations

Polite requests

We'd like delivery in three weeks.

We'd like a 20% discount on this order.

Polite refusal

I'm sorry, but delivery in three weeks is very difficult for us.

I'm sorry. We can't give you a 20% discount.

Agreement with a condition

Ok, but if we deliver in three weeks, you will have to pay extra.

That's fine, but you'll have to pay for shipping.

Delaying tactics

I'll have to think about that and get back to you.

I'll have to check with my manager and call you back.

Counter suggestions

We can deliver in 5 weeks if we rush. Is this acceptable?

Can we offer a 10% discount?

How about a 10% discount

practical structures 1: meeting people

introducing people

Can I introduce you to Green. He's a new member.

Let me introduce you to Green.

Nice to meet you.

Good to meet you.

Finding out about each other

So

What is Delight doing here in Europe?

What are Delight's plans here?

How long have you been here?

How long do you plan to be here?

And your job is ...?

Finding/ recommending contacts

Who

Should I talk to about...?

Would be a good person to ...?

Can you recommend for...?

There are lots of advertising people in the football team.

You should join.

You do need to meet Jane.

Come on, I will introduce you.

practical structures 2: following up

This is Neil Challis. We met at the Chamber of Commerce last month.

How is it going?

How are you doing?

I made a lot of contacts through the Bankers' Association, just as you said ...

I've made some good contacts, thanks to you.

I've met some interesting people.

I want to thank you for your help.

I just want to say "thanks"

working situation 12

trends



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▶ **practical structures 1: describing trends**

Verb

It's been a good year for us – sales are

rising

going up/ increasing.

We are experiencing a difficult year – sales

falling

going down / decreasing.

We've had problems this year, but we're
pleased that sales have

remained steady.

stayed the same.

Adverbs and adverbial phrases

To indicate a small change:

a bit

Sales have fallen/ risen

a little/ little

To indicate a big change:

dramatically

Sales have fallen/ risen

a lot/ sharply

To indicate a big change:

dramatically

Sales have fallen/ risen

a lot/ sharply

▶ **practical structure 2 : performance**

predicting future performance

I think profits will rise in the next 3 years.

I don't think costs will fall much, unfortunately.

I predict that sales will increase sharply over the next five years.

I hope we can/ will achieve sales of a million by 2008.

Describing past performance

Traditionally, this is our strongest seller.

Sales have been/ held steady at \$5000 per year.

Between 2002 and 2004, we saw sales increase/ go down.

practical structures 1: suggestion

asking for suggestions

Does anyone have any suggestions/ ideas?

What can we do about this? Any ideas?

Is there anything we can do to resolve this problem?

Making a suggestion

I wonder if we could...

I wonder whether we could ...

What about contacting them directly?

Could we ask the staff for their input?

Why don't we conduct some market research?

Let's try for this month.

Accepting suggestions

That sounds a good idea/ solution.

That's a good idea.

practical structures 2: opinion

asking for opinion

what do you think?

Don't you think that...?

Do you agree?

Giving opinion

I think they should use the phone more.

If you ask me, they write too many emails.

I don't think a monthly meeting is necessary.

Agreeing completely

I agree

Good point.

I could not agree more.

Good idea.

Agree but not completely

I see what you mean, but

That's true, but

That's a good point, but

I am not sure about that.

working situation 14

finding work - interview



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► *practical structures 1:* writing a cover letter

saying why you are writing

I would like		to apply for the		post		of ...advertised in		newspaper/
I am writing				position				magazine

writing about experience

you will/can see from my enclosed CV that...

I have worked for GTC for 3 years

I worked for GTC from 2001 to 2004

I have worked for GTC since 2003

Writing about your skills

I have good		communication		
		computer		skills
		time management		

Writing about qualifications

I have		a degree in
		a diploma in/ school qualifications.

Writing about interests, plans.

I am interested in		fashion.
		working with visitors

I am keen on		sports
I enjoy		swimming.

I am keen to		pursue a career in this area.
		improve my IT skills.

Closing

I am available for interview at your convenience.

If you require any further information, please do not hesitate to contact me.

I look forward to hearing from you.

practical structures 2: Job interviews

talking about your good points

What can you offer this company?

What have you got to offer us?

Why should we employ you?

Why do you think we should employ you?

I am creative and dynamic.

As you see from my CV, I have strong background in...

I'm self-motivated and good at organizing my time.

talking about negative points

What about negative points?

What do you think your negative points are?

What might your current employer want you to improve?

One fault is that I am a bit of a perfectionist.

I sometimes try too hard to get everything exactly right.

Recently, I've tried to ...

talking about future plans

What about the future?

Do you know where you want to be in the next 2 years?

I would like to be the manager of a whole division in 5 years.

I hope to climb the career ladder as fast as I can.

talking about experience

Have you ever done ...before?

Yes, I have, I've done that a lot in my previous job.

working situation 15

presenting information



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practical structures : making a presentation

getting started

Thank you very much for coming today.

My name is John.

I work for BK Tech.

My presentation is called "Internet security – a hidden problem"

Outline

My presentation today will be in 3 parts.

Firstly,

Secondly,

Thirdly,

Lastly,

Finally,

Main body

Ok, to begin, let's analyze the problem.

As you can see on this transparency,

So, let's move on to some examples,

And that brings me to my next points,

I could say a lot more about this, but time is moving on, so I will turn to possible solutions.

Conclusion

Let me sum up then,

Firstly, we looked at...

Secondly,...

Last but not least,

I believe that...

And that brings me to the end of my presentation.

Are there any questions for me ?



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▶ *working situation 01* : Products and Services

British Airway Club World now offers a more enjoyable service for business class passengers than ever before. We provide faster check in at London Heathrow and New York JFK, and on the plane Club World has more comfortable business class seats. They are bigger than before, and they even become beds for a good night's sleep! You'll find a tastier menu, and for entertainment, there's now a better choice of films, and a bigger TV screen.

▶ *working situation 02* : on the phone

part 1

1 A: Hello, Campbell Designs.

B: Can I speak to Ms Jackson, please?

A: Speaking.

B: Ah, hello, Ms Jackson. My name is Chris Fleming. We met at...

part 2

Woman: Ace Training. Can I help you?

Chris: Hello. I'm calling to ask for some information about your courses.

Woman: Certainly. Can I take some details first?

Chris: Yes, sure.

Woman: Can I have your name, please?

Chris: It's Chris Pemberton

Woman: Could you spell that for me, please?

Chris: It's Chris. C-H-R-I-S, then P-E-M-B-E-R-T-O-N

Woman: Thank you. And your company?

Chris: Merchant Limited. That's M-E-R-C-H-A-N-T Limited.

Woman: Ok. And the number?

Chris: 7854 2552

Woman: Double 5, 2?

Chris: That's right. And the fax - do you want the fax?

Woman: please

Chris: 7854 2761

Woman: Sorry, can you repeat the second part?

Chris: 2761

Woman: Thanks. And what information do you need?

Chris: I'd like a list of all your in - company courses, please.

Woman: all in - company courses. Fine, I'll fax it over to you this afternoon.

Chris: Thank you, bye

Woman: Bye

working situation 03 : greeting visitors

- Jon: Hello. I'm Jon Wright.
- Maria: Oh, hello, Mr Wright. I'm Maria from Planeta.
I'm here to take you to our office.
- Maria: Thank you. That's very kind.
- Jon: Er, can I help you with your bags?
- Jon: No, it's all right, thanks. They're not heavy.
- Maria: This way. Did you have a good flight, Mr Wright?
- Jon: Please call me Jon. Yes, it was a good flight, and very short - I didn't do any work.
- Maria: Never mind! Do you travel abroad a lot?
- Jon: Oh, about four times a year.
- Maria: Mmm, that's not too bad. Do you like travelling?
- Jon: Yes, it's interesting.
- Maria: I work in Marketing now, as a Marketing Assistant, but before that I worked in Sales.
- Jon: Right. Why did you change departments?
- Maria: One of the Marketing Assistants left, so I applied, and I'm very happy with it. Marketing is more interesting, I think.
- Jon: I agree. Wow! It's very hot today.
- Maria: Mmm, yes. It's about 30 degrees today. Hotter than London, I imagine.
- Jon: Yes, it is. How do we get to your office?
- Maria: I've got my car. Here it is. You can put your bag in the boot.

working situation 04 : companies

Seatmaster! How much time do you or your secretary spend trying to book seats for those important events for your visiting clients? Sports matches, theater productions...

Why not let us do it for you? Here at Seatmaster we'll make the phone calls, pay for the tickets, and even bring them to your office if necessary.



Just tell us what you want, and we'll find it. We're based in London, but we provide a service to businesses all over Europe, for events large and small. Just call Seatmaster on 08990 901901

▶ **working situation 05 : occupation**

1. I'm Denise O'Connor. I work for an advertising company in Dublin. I'm responsible for all printed publicity material that the company produces, such as leaflets and brochures. It's my job to ensure that we give our clients the best printed advertising possible. I love my work because it's interesting and the people I work with are great fun.

2. I'm Derek Haslam. I work for an English toy company. I'm in charge of safety testing, so it's my job to ensure that our toys are safe for children before we distribute them in the markets. I manage a team of ten engineers, and each of them is responsible for a different aspect of toy safety. I like my work because I feel I am doing something important for a lot of people.

▶ **working situation 06: comparing services**

Ben: Judy, sorry to bother you. Do you know a good express delivery service?

Judy: Well, Delivery Force are very good. They are the company we usually use

Ben: I know. But I need to get this document to Vienna by tomorrow morning. What about Royal Star?

Judy: Royal Star are really expensive. But yes, they guarantee delivery by 10 o'clock the next morning. Delivery Force are much cheaper and they'll probably deliver it in the morning, anyway.

Ben: I think I'll use Royal Star. It's safer. I must get this document to Vienna on time. Thanks, Judy

Judy: No problem.

▶ **working situation 07 : phone messages**

Receptionist: Sonica, good afternoon
Tony: Hello, can I speak to Nadia Gomez, please?
Receptionist: I'm afraid she's not here today. Can I take a message?
Tony: Yes, please. This is Tony Markham, from Leisure Plus.
Receptionist: Could you spell your surname, please?
Tony: Yes, it's M - A - R - K - H - A - M.
Receptionist: Thank you
Tony: Can you tell her I'll email the information she wanted?
Receptionist: Sure, no problem.

▶ **working situation 08 : appointments**

part 1

Tara: Hello, Tara Luckman.
Jenny: Hello, Tara. This is Jenny
Young from BK Plastics.
Tara: Hi, Jenny. How are you?
Jenny: Fine, thanks, and you?
Tara: Very well. What can I do
for you?
Jenny: We've got some new
products which I think you
might be interested in.
Tara: OK.
Jenny: Can I come and see you this
week to show you what
we've got?

part 2

Jenny: I'm free all day Wednesday.
Tara: Sorry, Jenny, I'm interviewing all day
Wednesday ...
but I'm free all day Thursday.
Jenny: Ah, I'm tied up Thursday morning
and I have another appointment on
Thursday afternoon.
Tara: What about Friday? I'm out in the
morning but I've got nothing in the
afternoon.
Jenny: Let me see ... I've got plans but I can
cancel ... and I'm visiting another client
in the morning so I could come
straight to you in the afternoon.
Is two o'clock OK?



Tara: Well, I'm pretty busy this week, but ... let me look at my diary ... OK.

Tara: Two o'clock's fine.

Jenny: Great. OK ... see you on Friday then.

Tara: Thanks, Jenny. See you then.

Jenny: Bye.

Tara: Bye.

working situation 09 : meetings

A: What do you think, Paul?

B: I don't think we should ask customers to talk about problems with our products. We want them to look at the positive things, not the negative.

A: I agree, but then how do we get feedback from them?

B: Well, I think you can ask them to make positive suggestions.

A: That's a good idea. So, if this is the kind of feedback we want, we need to decide how to get it.

B: Can I just say something?

A: Sure, go ahead.

D: I think we should send a questionnaire to the customers

C: Sorry to interrupt, Mary, but the problem with questionnaires is that most people don't return them.

B: Urn ...Paul?

A: I agree. If you ask me, it would be better to ask customers face-to-face when we meet them.

B: Sony, I didn't quite catch that. What did you say, Paul?

C: Why not ask customers directly when we meet them?

A: I'm not so sure about that. When you ask people face-to-face, they're often not honest in their answers.

A: That's true.

D: Mmm... How about offering a free gift to the customers who return to questionnaire?

A: Good idea. What does everyone think of that?

All: Yes... Good idea... I like that...

working situation 10 : negotiating

- Clive: Right, we've just got one week until the meeting with the people from Genus. They've got the programme for the day and the agenda for the meeting ...
- Gemma: Fine. They'll also need our latest product brochures and new trade price lists. Can you send those out now?
- Clive: Mmm ... maybe we should send the brochures but give them the price lists at the meeting.
- Gemma: Yes, you're right. Do you want me to send the brochures? Then perhaps you could organize the price lists.
- Clive: Sure, no problem. Now, according to the agenda, we're starting with a mini-presentation of the company. Could you do that?
- Gemma: Oh, well, I'm not very good with PowerPoint. I'd rather not, if possible. Could you do it?
- Clive: OK, if you welcome them and introduce everyone at the start, I'll give the presentation.
- Gemma: Thanks. Are you sure that's OK?
- Clive: Yeah, that's fine.
- Gemma: So, then we'll work through the agenda. I can lead the discussions about our product range.
Do you think you could take over for production times and delivery schedules?



- Clive: Er, I'd prefer not to talk about processes, if that's OK - you're more familiar with those.
- Gemma: All right, I'll talk about the product range and production times if you discuss delivery schedules.
That's more your area, isn't it?
- Clive: Yes, that would be better. And then it's lunch ...
- Gemma: Oh ... we need to confirm numbers for the restaurant and check if there are any special requests for food, you know, vegetarians and so on ...
Would you be able to do that?
- Clive: Mmm, I might not have time to do that ...
- Gemma: That's OK, I'll get Martine to call or email them and then let the restaurant know.
- Clive: Good. Now, after lunch we've got the factory tour.
We need to arrange that.
- Gemma: I'll do that. I'll ask Chris to lead it.
His tour is usually very good ...
- Clive: Excellent. Then we get down to the real negotiations

▶ *working situation 11* : **networking**

- Sarah: Come over here, Isaac. There's someone you should meet.
- Issac: Ok
- Sarah: George: Can I introduce you to Issac Bennett. He is a new member. Issac, this is George Farley. He imports precious stones for a company called Gems Import. Isaac has just arrived in London to market Financial Review magazine in Europe?
- George: Really? Good to meet you, Issac. So, what's Financial Review doing here in Europe?
- Issac: Actually, we're producing a European edition. We've had an office here for six months now and we're about to go into production.
- George: And your job is to get sales under way?
- Issac: Something like that, yes. That's why I'm here ...at Doing business, I mean. To try to make contract with some people in the banking and finance sector.
- George: aha, well... do you play squash?
- Issac: Well, I used to ... but
- George: Good good. There are lots of banking people in the squash ladder. You should join – sure way to meet banking people.
- Issac: excellent. Thanks for the tip. Who should I talk to about this squash ladder?
- George: Ah, uhm, let's see. Ah, Felicity Wells... should know... where is she?... Ah, oh, there she is. Come on, I will introduce you.



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working situation 12 : trends

- A: Ok, here are the figures and graphs.
- B: At last
- A: Yeah, let's have a look. Er...ok...shampoo and hair care products.
- B: Sales have gone up. Just as we predicted.
- A: Hum, but they haven't increased as sharply as last year.
- B: Well, no. But they have risen a lot.
- A: I suppose so. How about sales of bars of soap? Um, there's a chart here somewhere.
- B: Here it is. Pretty much the same as last year by the look of it. Mmm, they haven't really moved since 2003. In fact, sales have only gone up slightly since 2001.
- A: Hmm. What is this one? Sales have dropped dramatically here.
- B: Mouthwash, I think.
- A: That's not good. They've fallen sharply in the last two years.
- B: I've got the liquid soap market share here. It looks like we're still the market leader, and Raquel is still our biggest competitor, as always. But look at that new company, Gorgeous
- A: Oh, yes. Let's have a look. They've taken 6% of the market share in just one year. We'd better watch out for them!
- B: Yes... what else have we got here then?

working situation 13 : effective communication

- Mark: with all the new offices that are opening around the region, I wonder if we could communicate a bit better.
- Sonia: Yes, I'm worried that some of our people are feeling isolated. We want them to feel like part of the team.
- Eva: well, how much contact do you have now?
- Mark: we mainly rely on email. But I think this is too impersonal. I think everyone wants to hear a voice occasionally. We telephone everyone about once a week, but this is expensive and not ideal.
- Eva: Have you considered video – conferencing?
- Sonia: aha, I've thought about it, but it's very expensive.
- Eva: what about video – conferencing on the Internet? That's much cheaper.
- Sonia: I'm not familiar with it. Is it straightforward?
- Mark: I've played with the software. It's quite easy to set up and use. I think we could install the software on computers in our offices quite quickly.
- Eva: ok, let's look at that then. I think it could be a cheap way for us to have face-to-face meetings on a more regular basis.



working situation 14 : finding work - interview

Inter: I am sure you're aware of the kind of projects we are involved in. so, what have you got to offer us? Why do you think we should employ you?

Sara: well, I am creative and dynamic – I think my track record in my current job proves that, and it also shows that I have good experience. I'm self motivated and good at organizing my time. I also think I'm flexible in the way I plan my work, and I'm keen to learn.

Inter: what do you think your negative points are? What might your current employer want you to improve?

Sarah: Perhaps I don't always delegate as much as I should, but I'm working on this and I think I've improved a lot

Inter: Mnhm, what is it about this post that attracts you?

Sara: I think this post offers a good opportunity to develop my skills, with a company which is obviously moving forward fast in fields that I am interested in.

Inter: And where do you see yourself five years later?

Sara: well, I am ambitious but realistic. Right from now, I think I am certainly capable of managing project teams. With the right experience, and further training of course, I would like to be the manager of a whole division in five years. I hope to climb the career ladder as fast as I can. But it is hard to say, isn't it?

Inter: Yes, of course. Er have you ever used the Quaddro system?

Sara: Yes I have. I haven't used it in my current job, as the company uses Mekra. But I used Quaddro in my previous job when I worked for LMH, from 2000 to 2002.

Inter: all right. Do you have any question for me?

Sara: yes, I have one or two written down here. I know you have a programme of staff training – what would that involve in the case of this position?

Inter: Right. You would start with an induction programme, which consists of series of half - day and one - day sessions, and...

▶ **working situation 15 : presenting information**

good afternoon, every one, and, er thanks for coming at the end of a long day of presentation when the bar probably seems more attractive than me. My name's Mark Plewka. I work for Leading Edge Graphics. My presentation is called "Communication: the key to successful Business" and I hope the title explains itself really – if not my communication obviously isn't very successful.

My presentation today will be in three main parts: firstly, the reason why communication is important, and why my company decided to focus on communication ; secondly, what exactly we did to improve communication within the company and thirdly, how this model might be applied in other company situations, including possible problems.

Ok, to begin, let's look at the importance of communication. I asked a number of company managers three questions about communication in the workplace. As you see on this transparency, I asked some fairly basic questions just to find out ...



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